GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3124
ANSWERED ON:16.03.2016
Survey on Rail Facilities
Pandey Shri Ravindra Kumar

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways has conducted any survey regarding facilities being provided to the rail passengers particularly to the poor rail users in the country;

(b) if so, the details thereof;

(c) whether the Railways has recently decided to provide additional coaches and full coaches in the trains for the railway passengers particularly in those trains which are used by the lower income group people; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) and (b) Yes, Madam. A Passenger Feedback System through Interactive Voice Response System (IVRS) has been started by Indian Railways through Indian Railway Catering and Tourism Corporation Limited (IRCTC) with effect from 01.07.2015 on all Mail / Express and Superfast trains over Indian Railways' system. This Passenger Feedback System consists of six areas for which a set of two questions is asked from bonafide passengers. The six areas on which questions are asked are as under:-
1. Platform Cleanliness
2. Train Punctuality
3. Air Condition cooling
4. Bed Roll
5. Food Quality
6. Train Cleanliness

Passengers are requested to provide their feedback on the aforesaid amenities in three categories, i.e. (1) Good (2) Satisfactory (3) Bad. This feedback is received through IVRS from both upper class as well as lower class passengers.

(c) and (d) Yes, Madam. Indian Railways in the Railway Budget 2016-17, have proposed to introduce the Antyodaya Express, a long-distance, fully unreserved, superfast train service, and also to add two to four Deen Dayalu coaches in some long distance trains for unreserved travel to enhance our carrying capacity for the masses.

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